



California

6/2004 - 5/2005

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	Answer Wait Time	0	0	0	0	0	1	0	0	1	0	0	0	2	1%
#01	Dial Out Time	1	1	0	0	0	0	0	0	0	0	1	0	3	2%
#02	Didn't Follow Database Inst.	0	0	2	0	2	0	0	2	3	2	0	0	11	7%
#03	Didn't Follow Cust. Instruct.	2	1	3	0	1	1	2	10	6	2	2	5	35	21%
#04	Didn't Keep Customer Informed	1	0	1	1	4	3	1	3	4	3	1	1	23	14%
#05	Agent Disconnected Caller	1	3	6	1	0	0	2	7	2	4	5	0	31	19%
#06	Poor Spelling	0	0	0	0	0	0	0	0	1	0	0	0	1	1%
#07	Typing Speed/Accuracy	0	0	0	0	0	1	0	2	0	2	0	0	5	3%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	1	0	0	0	1	1%
#09	Everything Relayed	0	1	0	0	1	0	0	0	1	0	0	0	3	2%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	1	0	0	1	1%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	1	0	1	0	2	1%
#12	Two-Line VCO Procedure Not F	0	0	2	0	0	0	0	0	1	0	0	0	3	2%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	3	0	0	0	0	0	1	4	4	0	0	13	8%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	4	0	4	2%
#20	Speech to Speech	0	0	0	0	0	0	0	1	1	3	0	0	5	3%
#21	Other Problem Type Complaint	5	1	3	3	1	1	0	0	1	4	1	1	21	13%
	TOTAL	11	10	17	5	9	7	5	26	27	25	15	7	164	

	TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	2	1	3	8%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	1	0	0	1	3%
#24	Trouble Linking Up	1	0	0	0	0	2	3	0	3	2	0	3	14	36%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Garbled Message	1	0	0	0	0	0	0	1	0	1	3	1	7	18%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	4	1	0	1	0	1	3	10	26%
#57	Caller ID	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#58	Regional 800 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#59	Transmission (Can't hear or be heard)	0	0	0	0	0	0	0	0	0	4	0	0	4	10%
	TOTAL	2	0	0	0	0	6	4	1	4	8	6	8	39	

	MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	1	0	0	0	0	0	0	0	0	1	13%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	1	1	2	25%
#35	Other	0	0	0	0	0	0	0	2	0	0	3	0	5	63%
	TOTAL	0	0	0	1	0	0	0	2	0	0	4	1	8	

TOTAL CONTACT	13	10	17	6	9	13	9	29	31	33	25	16	211
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*May 2005 Red Text means includes one CapTel complaint for that category